

Shipping & Delivery Policy for Aroma Heaven

Effective Date: Monday, 06 November 2023.

Last Updated: Wednesday, 27 November 2023.

Thank you for choosing Aroma Heaven for your shopping needs. Our Shipping and Delivery Policy outlines the terms and conditions governing the shipment of your orders. Please read this policy carefully before placing an order with us.

1. Order Processing:

- All orders are processed within 07 business days (excluding weekends and holidays) after payment confirmation.
- Customized or personalized items may require additional processing time.

2. Shipping Methods:

- We offer several shipping options to meet your delivery needs. The available options and estimated delivery times will be presented during the checkout process.
- Shipping costs are calculated based on the selected shipping method, the weight of the items, and the destination.

3. Shipping Destinations:

- Aroma Heaven currently ships to addresses in 200+ countries. We are continually expanding our shipping destinations to serve you better.

4. Non-Returnable Products:

- All sales on Aroma Heaven are final.
- We do not accept returns or exchanges on products.
- Please carefully review your order before completing the purchase to ensure it meets your requirements.

5. Tracking Information:

- Once your order has been shipped, you will receive a shipping confirmation email containing tracking information. You can use this information to track your order through the carrier's website.

6. Shipping Delays:

- Aroma Heaven is not responsible for shipping delays caused by adverse weather conditions, customs processing, or other unforeseen circumstances beyond our control.
- In the event of a significant delay, our customer service team will do their best to keep you informed.

7. Customs and Duties:

- International orders may be subject to import duties and taxes, which are levied once the package reaches its destination. Any additional charges for customs clearance must be borne by the recipient; we have no control over these charges and cannot predict what they may be.

8. Undeliverable or Returned Packages:

- It is the customer's responsibility to provide accurate shipping information. Please double-check your shipping address during checkout.
- If a package is returned to us as undeliverable, we will attempt to contact you to arrange for reshipment. Additional shipping charges may apply.

9. Lost or Stolen Packages:

- Aroma Heaven is not responsible for lost or stolen packages after they have been marked as delivered by the carrier. Please ensure that the delivery address provided is secure.

10. Shipping Support:

- If you have any questions or concerns about your order's shipping status, please contact our customer service team at ops.aromaheaven@gmail.com for assistance.

By placing an order with Aroma Heaven, you agree to and accept the terms outlined in this Shipping and Delivery Policy. We strive to provide a seamless and enjoyable shopping experience for our customers.

If you have any questions or concerns about Shipping & Delivery policies, please contact us at:

Aroma Heaven

157/158 Citi Mall,

Oshiwara, Andheri West

Mumbai, India

support@5plmasters.com

+91 8107480417

Thank you for choosing Aroma Heaven for your essential oil needs. We appreciate your understanding and compliance with these Shipping & Delivery Policies.